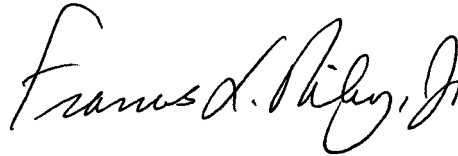


**For:** State and County Offices

**Distributing FY 2003 BU-563R County Office Workload Reports**

**Approved by:** Acting Deputy Administrator, Management



**1 Overview**

**A Background**

In April 2003, County Offices reported FY 2003 abbreviated mid-year workload data on FSA-55-1 and transmitted to KC-ITSDO through the State Office. KC-ITSDO compiled the data and provided the National Office with the results for review and analysis. Following the National Office review and verification with State Offices, corrected data was provided to KC-ITSDO and FY 2003 COWM formulas were used for new and changed work items to generate output reports. These reports have been:

- reviewed for reasonableness and accuracy of the data reported and the application of work measurement formulas
- released to State and County Offices.

**B Purpose**

This notice informs State and County Offices of:

- mid-year review analysis
- State Office transmission problems
- report descriptions, uses, and distribution
- need for proration of workload reports for shared management
- optional use of workload reports for staffing calculations.

**Disposal Date**

December 1, 2003

**Distribution**

State Offices; State Offices relay to County Offices

## **1 Overview (Continued)**

### **C Action**

State and County Offices shall:

- review all output reports received
- notify BUD if a report was not received.

**Note:** Timely notification will expedite the delivery of missing reports.

### **D Contact**

State Offices should direct questions about this notice to either of the following:

- Vicki Larson, BUD at 202-720-2501
- Elizabeth Hill, BUD at 202-720-9862.

## **2 FY 2003 Mid-year Review**

### **A FY 2003 Mid-year Review Analysis**

Since the modified workload report consisted mostly of queried work items, the review at the National Office was completed by the County Budget and Work Measurement Section without assistance of State and county level employees. The workload report file was transmitted back to Kansas City on May 19, 2003, after all corrections had been entered.

Because of the modified version of the workload report, the problem areas were very limited. However, the following areas of concern do need to be addressed before year-end workload and action taken, if applicable.

- Some County Offices failed to take action if they received an error message during the "Process Work Item Query" procedure. Both 12-AO (Rev. 19) and Notice AO-1279 instructed County Offices to enter option 2 if error message IDDU-8548 was displayed. However, if any other error messages were displayed, County Offices were instructed to screen print the information since it may be an indication that the County Office has a "bad data dictionary". This subject was addressed in Q&A #1 posted on the WM/WL website on April 3, 2003.

This occurrence, in most cases, requires assistance from the National Help Desk for 1 or more work item queries to successfully process. The data dictionary problem is the result of a prior software release not installing correctly on the system and will most probably occur again in October when the query process is run for yearend. Although any file can have this problem, the work items that seemed to be affected by this problem at mid-year were the DCP work items 390-392 and LDP work items 1606 and 1627.

## 2 FY 2003 Midyear Review (Continued)

### A FY 2002 Midyear Review Analysis (Continued)

County Offices should review these work items to see if the query count may be missing on their FSA-55-1 report for activity they had completed during the first half of FY 2003. If County Offices think they may have this situation, they may take the following actions. With a dedicated system, enter option 10, Process Work Item Queries, from the FSA-55-1 Mid-year Update Screen. Once the link/unlink process has run, place an "x" next to the work item in question, that is, 1606. If you receive an error message, screen print the message and report the problem to either your State Office Workload or IT Specialist or the National Help Desk for assistance.

- Many County Offices reported time in work item 2159, Civil Rights Activity, for activities **not** related to Consent Decree. Time in this work item should be for employees working on Consent Decree detail or with the National Office or producers on pending or new class action suit activity. Civil Rights training is captured in work item 101, General Administrative, by the work measurement offices. Other civil rights activity is captured in the related program area, that is, work item 112, FOIA Requests Where Fees Are Waived, for copies of COC minutes for adverse decisions or in the applicable work item if producers request copies of their own documents. State Offices are required to monitor this work item count at yearend reporting.

## 3 State Office Transmission Problems

### A Missing County Office Transmissions

State Offices should **always** follow the instructions in 12-AO (Rev. 19), paragraph 9969 to check for County Offices that have not transmitted workload reports before transmitting the State report to KC-ITSDO. The State Office should verify that only closed/part-time offices that are part of a combination county are displayed on the screen. **Once it has been verified that the workload report has been correctly queued by a County Office with a missing report, requesting the County Office re-queue the file repeatedly will not correct the problem.** If County Offices are having problems with the transmission of the workload report, seek assistance from the IT division in the State Office or the National Help Desk for a solution.

### B Failed State Office Transmissions

Timely transmission of the State workload report **by the deadline provided** is crucial for BUD to meet budget formulation time limits. It is essential that Workload Specialists communicate with the IT division during the State Office transmission process of the workload report to KC-ITSDO. Workload Specialists and IT staff should coordinate the queuing and end-of-day process on the day of transmission. The workload transmission file is named XX000CF4 (XX=State Code) for FSA-55-1 for mid-year and XX000CF3 for FSA-55 for yearend. The Workload Specialist should also follow up with the IT staff

### 3 State Office Transmission Problems (Continued)

#### B Failed State Office Transmissions (Continued)

after start-of-day the following day to ensure that the bundling process and out-going transmissions were successful. Through the Telecommunications Function on Screen FGK50301, ENTER "4" to print a report of "Outgoing Detail History" to identify if the workload file has been transmitted. Again, repeatedly queuing the workload report will not solve the problem if there is an unknown system problem.

### 4 FY 2003 Workload Reports

#### A Modified Mid-Year Report

As mentioned in previous AO notices, BUD requested that County Offices be allowed to complete a modified FY 2003 mid-year workload report because of heavy program activity. County Offices were required to complete the query process and a minimal number of manual entries. These numbers will be very useful in identifying units and normal workdays (NWD's) associated with new Farm Bill activity. However, State and County Offices must be aware that the workload reports will not reflect NWD's related to any work item with a manual unit count. County Offices were also not required to make any entries for estimates for activity to be completed in the second half of FY 2003. For this reason, the workload report, while still providing up-to-date information especially on new program activity, has limited data for analysis purposes.

#### B Report Descriptions and Uses

The following reports are generated for mid-year workload.

- County Office – Report 1, County Office Workload and Funding Report – Units Reported by State and County provides county unit and NWD totals for **only** the first half of the current FY. This report may be used by State Offices to analyze individual County Office workload and in conjunction with the proration worksheets in Exhibits 1 and 2, if applicable, to analyze staffing needs. County Offices may use this report in balancing program assignments within the office.
- State Office:
  - Report 2, County Office Workload and Funding Report – Units Reported by Work Item Summary by State provides the State unit and NWD totals for **only** the first half of the current FY and can be used to analyze Statewide program area workload.
  - Report 4, County Office Workload and Funding Report – FY Work Plan Update Counties Alphabetically by State is used to review County Office ranking in the United States. The ranking is not completed using the figures in any of the

## 4 FY 2003 Workload Reports (Continued)

### B Report Descriptions and Uses (Continued)

columns in this report, but rather it is based on the Estimated Total Workload NWD's taken from individual County Office reports. Since not all administrative funding items were required by the mid-year report, the allocation section of the FY 2003 mid-year report should not be used.

- National Office – Report 3, County Office Workload and Funding Report – Units Reported Work Item – National Summary provides a list of workload units and NWD's by work item in a national summary and is used in the budget process.

### C Reports Distribution

KC-ITSDO distributes copies of all State and County Office reports to the State Office. One copy of Report 2 and Report 4 and 2 copies of Report 1 should be received. The extra copy of Report 1 **shall be distributed** to each County Office.

## 5 Using Workload Reports for Distributing Staffing

### A Report Uses

Because of the partial information provided by the modified report, the information could be valuable in assisting State Offices to distribute Farm Bill temporary staff years; however, it is not suggested that this report be used as the only resource for distributing permanent staffing.

The unit count for work items 101, 111, and 120 is pay status days. These unit counts are automatically pulled by KC-ITSDO and entered in headquarters County Office. The NWD's for work item 101 shall all be credited to the headquarters office; however, work items 111 and 120 shall be prorated between the headquarters and full time sub-office.

An Excel spreadsheet to perform the calculations is available on the Work Measurement/Workload Homepage of the BUD website. Access the WM/WL Homepage at: <http://dc.ffasintranet.usda.gov/BD/Budget.htm> Only those cells outlined require an entry.